

SURREY COUNTY COUNCIL

LOCAL COMMITTEE MOLE VALLEY



DATE: 4th December 2013
LEAD OFFICER: Rachel O'Reilly, Corporate Head of Service, MVDC
SUBJECT: Mole Valley Family Support Programme
DIVISION: Mole Valley

SUMMARY OF ISSUE:

This report is for information for Local Committee Members.

The Family Support Programme in Mole Valley was launched, as part of Phase 2 of the Surrey Family Support Programme, in October 2013. The Committee is receiving an update on how the programme was established in Mole Valley and how it will operate.

Current caseload information will also be shared with the Committee at the meeting.

RECOMMENDATIONS:

The Local Committee Mole Valley is asked to note the report:

- (i) As this is an item for information, the Committee is asked to note the report

REASONS FOR RECOMMENDATIONS:

To update the Local Committee on the work of the Supporting Families Programme in Mole Valley.

1. INTRODUCTION AND BACKGROUND:

National Context

The national Troubled Families Programme seeks to target better co-ordinated interventions to those families with the most complex needs. The government estimates that £9 billion is spent each year on these families and that the national programme will reduce these costs and seek to ensure that the children of these families do not themselves have 'troubled families' of their own.

The government's target is to turn around the lives of 120,000 families by May 2015. The coordination of the national programme is through the Troubled Families Unit

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based in the DCLG with local management of the programme being given to upper tier authorities.

Surrey Programme

Surrey's Family Support Programme (FSP) is being led strategically by Sean Rafferty, Head of Family Services at Surrey County Council (SCC) and operationally by the District and Borough Councils. This model was developed in consultation with the partner agencies involved who recognised that the Districts and Boroughs were 'closer to their communities' and had the skills and experience of co-ordinating these multi-agency partnerships to deliver real change in their areas.

In June this year, senior civil servants from the DCLG visited Surrey to speak to the lead officers from SCC and the Districts and Boroughs about the development of the Surrey Programme. In their feedback they said that Surrey were the leading two-tier area on Troubled Families and asked that Surrey could be used as a model for other two tier areas.

A letter from the DCLG following the visit stated:

"We were struck by the depth of knowledge, obvious ability and determination of all of those we met, to make a significant difference for the lives of your most challenged and challenging families.

It was clear to us that the role the District Councils and Boroughs is both central and crucial to the continued success of your programme. Their leadership of the "Place Agenda" in Surrey was explicit and clear to see. It was evident that this relationship was no accident and has been arrived at through many years of relationship building and partnership work between the District Councils/Boroughs and the County Council. This strong foundation has clearly supported the progress that has been made with your families".

The programme in Surrey not only aims to turn around the lives of its target of 1050 families but also to develop a sustainable model of partnership, multi-agency working around vulnerable families that will continue beyond the life of the programme.

Families are eligible for the programme if they meet the following government criteria:

- Children not attending school or with significant absence or exclusions
- Anti-social behaviour in the family
- Unemployment

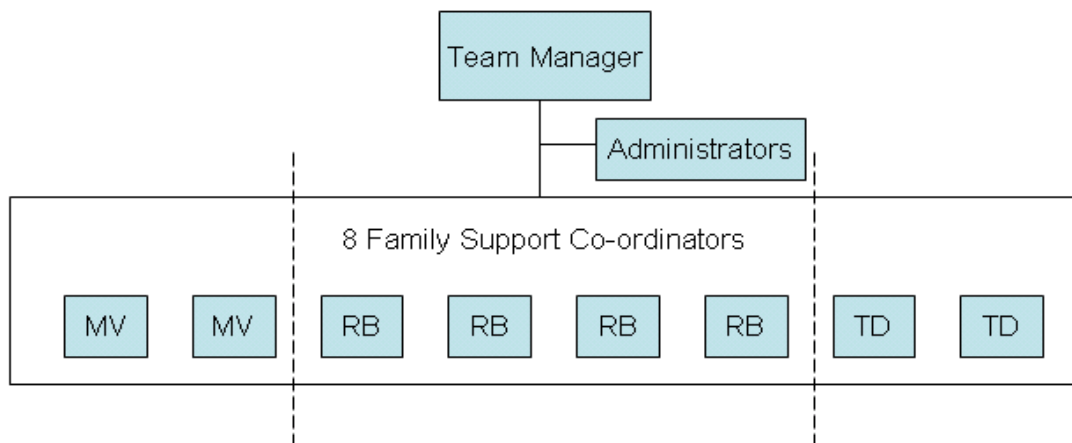
In Surrey there is an agreement that families can be accepted into the programme if they satisfy two of the above plus also exhibit other factors of concern including having current issues with substance misuse, domestic abuse in the household or mental health problems.

Families are referred into the programme by agencies, commonly who are currently working with the family and who consider that they would benefit from the intensive support and co-ordination of the programme.

Mole Valley Programme

www.surreycc.gov.uk/molevalley

Mole Valley is running the programme in partnership with Reigate & Banstead and Tandridge Councils as the South East Surrey Family Support Programme. Mole Valley DC were part of the 2nd phase of the rollout and as such our programme began in October. The team, employed by Reigate & Banstead under a Memorandum of Understanding, are spread across the three District/Borough areas and managed by the Family Support Programme Manager, Duane Kirkland, as illustrated below.



Based on an initial assessment of Department of Work and Pensions data, cross referenced with police and schools information, Mole Valley were given a target of achieving success with 80 families by 2015. Across the whole of the South East Surrey Partnership the target is 280 families.

Prior to the launch of the programme in Mole Valley, the lead officers, Rachel O'Reilly and Alison Wilks engaged with key partners and stakeholders to explain and support them in their understanding of the programme and their role in it. These agencies included schools, Youth services, Job Centre plus, Children's services, Police, Probation and health.

As stated, the Programme in Mole Valley began in October and to date there have been 2 multi-agency referral panel meetings at which we have received referrals for 6 families. So far those referrals have come from schools and youth services.

Intervention

Once a family has consented to be involved in the programme their Family Support Co-ordinator provides 12 weeks intensive outreach to them broken into 2 phases. The first 6 week period includes a whole family assessment and action plan looking at the family function and its existing interaction with agencies. Weeks 7 – 12 include intervention to help improve the family's ability to improve its circumstances.

This 12 weeks seeks to achieve some quick wins with the families which will improve their chances of making more significant changes in the longer term as well as establishing with them some skills and techniques to make some long term sustained changes. After the 12 weeks, the family will make a transition to the

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oversight of a lead agency who will continue to support that family in embedding those changes for up to a year.

Every 6 weeks a 'Team Around the Family' meeting is held where the family and all agencies involved come together to discuss progress towards that families goals. The aim is that after 12 months that family will not require the support of the programme and will be able to sustain itself.

Funding

The government funding for the programme is through a payment-by-results arrangement whereby local authorities are given £4,000 for each family turned around by the 2015. Some of this payment by results money was made available in advance to Surrey County Council to 'pump prime' the programme and that was allocated to the Districts and Boroughs to set up the teams. In Mole Valley, the funding was initially £135,000 to help set up the programme and for the whole of the partnership initial funding from SCC was £565,000.

Each week, all Districts and Boroughs provide updates on progress to the co-ordinating team at SCC who then provide results to the DCLG. Periodically DCLG release more of the payment-by-results funding to put back into the programme to continually improve it.

Patchwork

Mole Valley is working with SCC to further improve multi-agency co-ordination at the front line through the introduction of Patchwork, a simple, highly secure web application. Patchwork allows practitioners from any public service agency to register their involvement with vulnerable clients and access the contact details of others working with their client or their family. Patchwork is being implemented county-wide to support the Family Support Programme. The system was runner up at the Guardian Public Service Awards this year, in the Digital Excellence category, and is in use across Staffordshire by 64 agencies and in Brighton & Hove.

Mole Valley is leading a pilot project to extend the use of Patchwork outside of the Family Support Programme and across more areas of work with vulnerable people. Partner agencies are being engaged to work with the District Council to do this and Mole Valley's Adult Social Care locality team are signed up to the pilot also. The aim is to create a model that other Districts and Boroughs can replicate.

Patchwork has been carefully assessed and is compliant with the Data Protection Act. It works by using the absolute minimum necessary data to join practitioners up - sharing only basic contact information. Patchwork helps agencies fulfil their legal duties to cooperate with the minimum impact on client privacy and agencies who have signed the Surrey Multi-Agency Information Sharing Protocol, including schools, GPs and community and voluntary sector agencies, can join the system easily and at no cost. The aim is to achieve widespread adoption of Patchwork in Mole Valley to support all multi-agency working, saving staff valuable time spent tracking colleagues down and helping them share and collaborate more easily.

2. ANALYSIS:

2.1 This report is for information.

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3. OPTIONS:

3.1 This report is for information.

4. CONSULTATIONS:

4.1 Prior to the implementation of the Supporting Families Programme consultation was undertaken with Surrey County Council cabinet and Mole Valley District Council Members.

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

5.1 This report is for information only therefore has no financial implications.

6. EQUALITIES AND DIVERSITY IMPLICATIONS:

6.1 The Supporting Families Programme will work with families who meet the specified criteria. Those who do not meet this criteria will be signposted to support from relevant services.

6.2 Officers will ensure that those who meet the criteria are treated with respect and in accordance with all equality and diversity legislation and District and County Council policies.

7. LOCALISM:

7.1 The model adopted in Surrey allows for the Supporting Families programme to reflect local need. By the districts/boroughs implementing the work on the ground it maximises the use of local knowledge and will lead to solutions that are right for Mole Valley.

8. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	Set out below
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	Set out below
Public Health	No significant implications arising from this report

8.1 Crime and Disorder implications

The work of the Supporting Families Programme should lead to a decrease in occurrences of crime and disorder in Mole Valley. Anti-social behaviour and domestic abuse are part of the indicators it will look to address.

8.2 Safeguarding responsibilities for vulnerable children and adults implications

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The Supporting Families Programme will work with vulnerable adults and children. The work of the programme should improve the lives of those worked with. The SFP will comply with all guidance and legislation with regards to vulnerable adults and children.

9. CONCLUSION AND RECOMMENDATIONS:

9.1 The Supporting Families Programme will allow for greater joint working between services. Through this joint working families will benefit from a more cohesive response and improved long term results.

9.2 It is recommended the Local Committee note the report.

10. WHAT HAPPENS NEXT:

10.1 The Local Committee will be updated on the work of the Family Support Programme in 2014 as the work progresses.

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Consulted:

N/A

Annexes:

N/A

Sources/background papers:
